



Please note this version of the market report differs than the report provided to the client as we have removed industry partner responses who did not authorize sharing on the Acquisition Gateway. The summary totals are accurate.

GSA AAS R8 and DeCA Whole Facility Maintenance Market Research Report

This market research report summarizes the results of a request for information (RFI) issued to Schedule 03FAC SIN 811-002, Complete Facilities Maintenance and SIN 811-003, Complete Facilities Management Contract Holders as well as Open Market to understand their capabilities in regards to the GSA Assisted Acquisition Services (AAS) Region 8 for the Defense Commissary Agency (DeCA) Whole Facility Maintenance requirement.

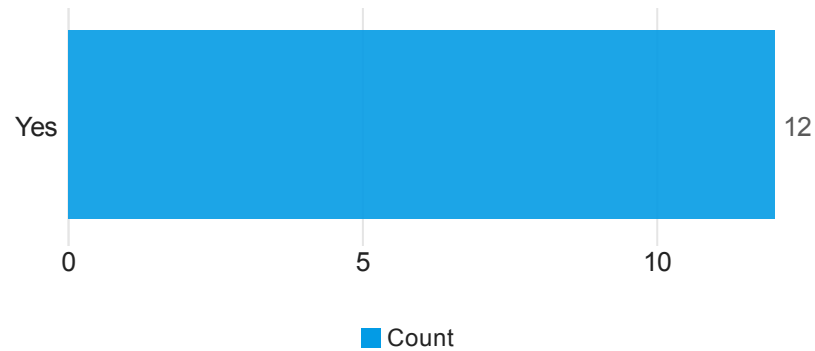
The RFI was issued by the US General Services Administration (GSA) on behalf of the AAS R8 GSA team and DeCA on May 9, 2018. Responses were due by June 5, 2018. GSA received 14 responses summarized below. The report does not draw technical conclusions in regards to the DeCA and the industry response.

The report summarizes the responses received within the marketplace under the GSA Schedule 03FAC contracts and Open Market for the DeCA Whole Facility Maintenance requirement consideration. While GSA does not draw technical conclusions, we are confident the R8 GSA AAS and DeCA will receive adequate competition under GSA Schedule 03FAC.

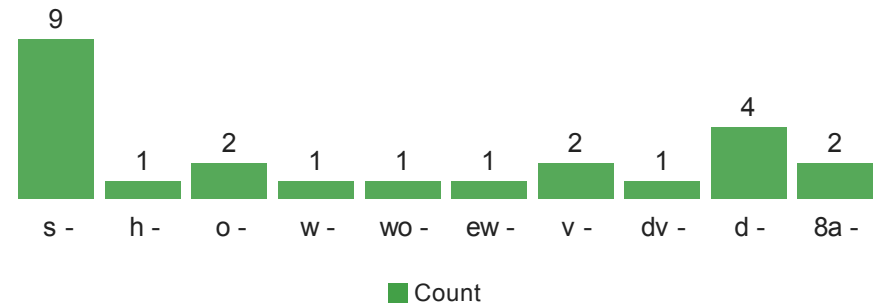
GSA thanks the R8 GSA AAS and DeCA for allowing us to partner on this market research.



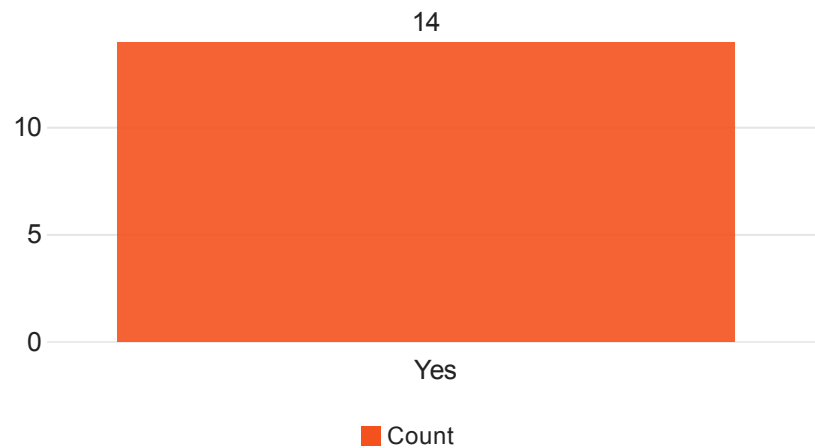
Interested Parties



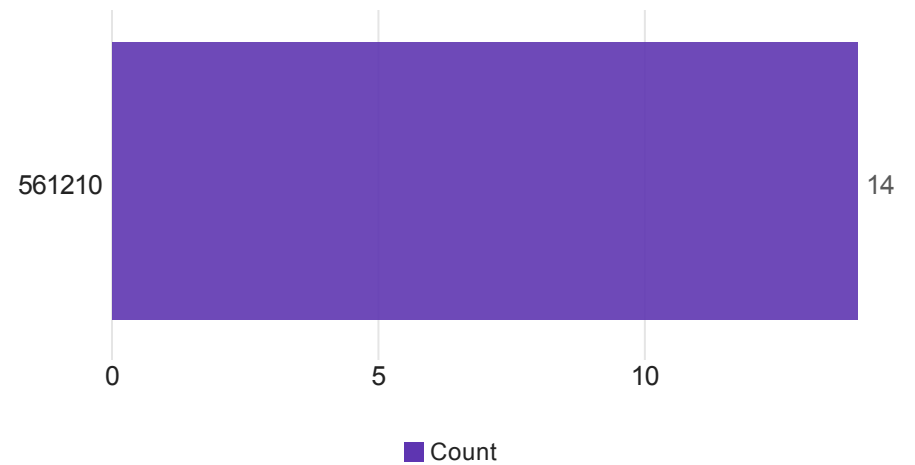
Socio-economic Breakdown



Interest in attending Industry Day on August 9th, 2018



NAICS Code



**Table 1: All Companies**

Company Name	GSA 03FAC Number	POC Email
KNIGHT SOLUTIONS	GS-21F-0215W	kknight@knightfirst.com
The Building People	GS-21F-056CA	lawrence.melton@thebuildingpeople.com
Four Seasons Environmental, Inc	GS-06F-0044P	rtarkington@gmail.com
Native Energy & Technology, Inc.	GS21F058AA	mclardy@native-energy.com
LCG, Inc	GS21F0163Y	tom@landcongroup.com
LB&B Associates Inc.	GS-06F-0025R	jcivitelli@lbbassociates.com
Nelson Refrigeration	GS-21F-006BA	chris.willett@hussmann.com
M.C. Dean, Inc.	47QSHA18D0011	mark.tibbetts@mcdean.com
Ben Fitzgerald Real Estate Services, LLC dba Rosemark	GS06F0068N	jerry.tate@rosemarkonline.com
J&J Worldwide Services	GS-06F-0063R	heather.saia@jjwws.com
EMCOR Government Services, Inc. (EMCOR)	GS-06F-0035F	MRodgers@emcor.net
Inspection Experts, Inc. (IEI)	GS21-F-096AA	Tlederle@ieinc.net
Satellite Services, Inc.	003 100 and 811 002	mcaperell@ssi-main.com

**Table 2: Solicitation Questions**

Company Name	If a solicitation is posted, would you pursue this requirement as a - Selected Choice
KNIGHT SOLUTIONS	Prime
The Building People	Prime
Four Seasons Environmental, Inc	GSA Schedule Contractor Team Arrangement (CTA)
Native Energy & Technology, Inc.	Prime
LCG, Inc	GSA Schedule Contractor Team Arrangement (CTA)
LB&B Associates Inc.	Prime
Nelson Refrigeration	Prime
M.C. Dean, Inc.	Prime
Ben Fitzgerald Real Estate Services, LLC dba Rosemark	Prime
J&J Worldwide Services	Prime
EMCOR Government Services, Inc. (EMCOR)	Prime
Inspection Experts, Inc. (IEI)	Prime



Satellite Services, Inc.

Prime

Company
Name

Advantages and disadvantages of using the 03FAC schedule against an open market contract?

KNIGHT
SOLUTIONS

I believe that it streamlines the contracting process and it supports the schedule holders mission and goals.

The Building
People

03FAC creates competition among the most qualified candidates who also have a firm grasp of how GSA conducts business. It creates already established well defined criteria that allows us to build our brand towards those SIN codes in order to qualify for future opportunities and to grow our schedule. Schedule buys also allow us to use GSA schedule pricing which is important to us as a small business. Additionally, in order for our company to maintain its SIN codes, we must go after work that comes out on GSA schedule. If this were to go out as open market contract, in order to be competitive, we would likely be forced to utilize our Joint Venture, which would mean we have to split the work with larger firms who are already established in the industry.

Four Seasons
Environmental,
Inc

Advantages include the assurance that the contractors are vetted and competitive, and schedule pricing ensures the best value.

Native Energy
&
Technology, Inc.

Advantages: Limited competition/evaluation process. Its easier for schedule holders to monitor and find new opportunities. We know who our competition is. Disadvantages: limited to the rules and regulations of the schedule.

LCG, Inc

Advantages, less contract management required, great discounts on mass ordering, government is dealing with qualified contractors who have invested in helping the government procure. disadvantages-none



LB&B
Associates Inc.

Either format is fine and we would request solicitations be released as unrestricted.

Nelson
Refrigeration

The advantage to the government of an open market would be more competition, which could lead to more beneficial questions and answers for the contract. Open market would allow for more beneficial discussions around pricing. Open market would not lock the government into a 03FAC schedule set pricing. With the amount of trades and services, we feel an open market would better suit this contracts scope.

M.C. Dean,
Inc.

Advantages include a pre-qualified list of contractors – contractors are pre-vetted which will shortens the procurement period so that the RFP can focus on the technical approach. To avoid any disadvantages, ensure proposal requirements encompass relevant past performance (size, complexity), and staffing plan with resumes showing certifications and relevant experience.

Ben Fitzgerald
Real Estate
Services, LLC
dba Rosemark

GSA Schedule Contractors have all gone through a vigorous "vetting" to obtain a GSA Schedule Contract.

J&J Worldwide
Services

It is J&J's position that it is NOT in the Government's best interest to use the GSA Schedule for this procurement. Utilizing a regional contract as currently in-place today, allows for a reduced overall cost at the Prime contractor and subcontractor levels by consolidating facilities which reduces overhead, and efficiencies in service scheduling. From a Quality Control perspective, the regional contract vehicle permits a more consistent level of Quality Control among multiple facilities. Maintenance Best Practices would be shared across multiple facilities which is a benefit to the overall DeCA Program. The TI Program benefits from the regional concept as project work can be accomplished more efficiently, and at a lower cost.



EMCOR
Government
Services, Inc.
(EMCOR)

The General Services Administration (GSA) Facilities Maintenance and Management Schedule 03FAC contract is the premier option for Government sales. Conducting business from a company with a GSA schedule means the company has experience in servicing the Government. To become eligible to get a GSA Schedule Contract, companies must show proof of financial stability and at least two years of past performance selling to the Government. Using the GSA means the contract prices are fair and reasonable because the price is determined by the GSA schedule at the contract level; companies are already prequalified and capable of servicing Defense Commissary Agency (DeCA), which saves the Government agency time finding the best partner by eliminating lengthy negotiations; and using the GSA schedule allows DeCA to receive the most competitive solution. Open market contracts come with risks including contract non-compliance by contractors and subcontractors, unqualified contractors, and inconsistent practices for managing contracts.

Inspection
Experts, Inc.
(IEI)

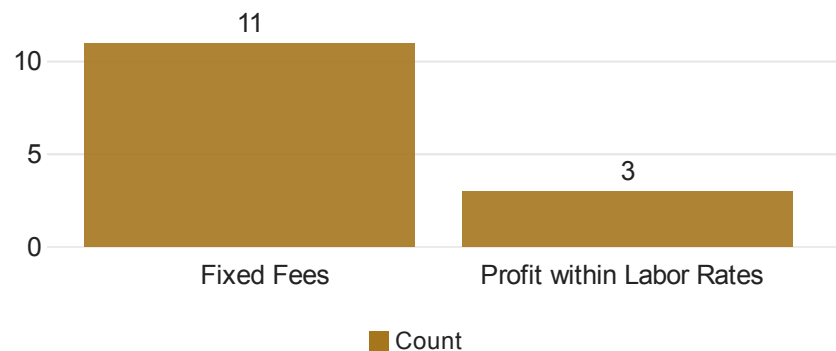
Advantages to utilizing the 03FAC Schedule: ensures qualified pool of Offerors.

Satellite
Services, Inc.

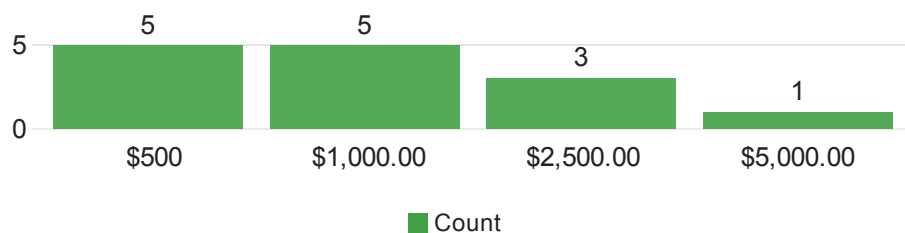
Advantages: -Pre-approved/vetted companies -Pre-approved pricing -More efficient proposal process Disadvantages: -Limits competition for GSA



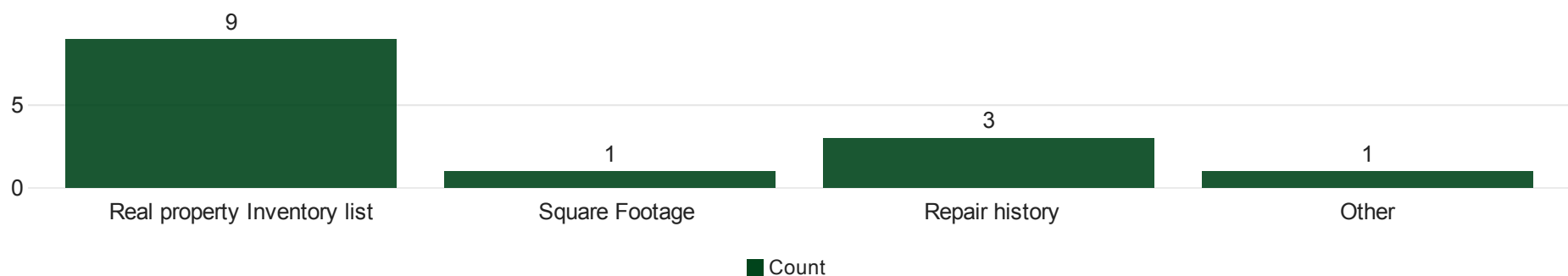
What's the best way to pay a contractor's profit (fee)?



To reduce the administrative burden on the contractor and program offices, what is an appropriate Non-Reimbursable Repair Threshold for a commissary?

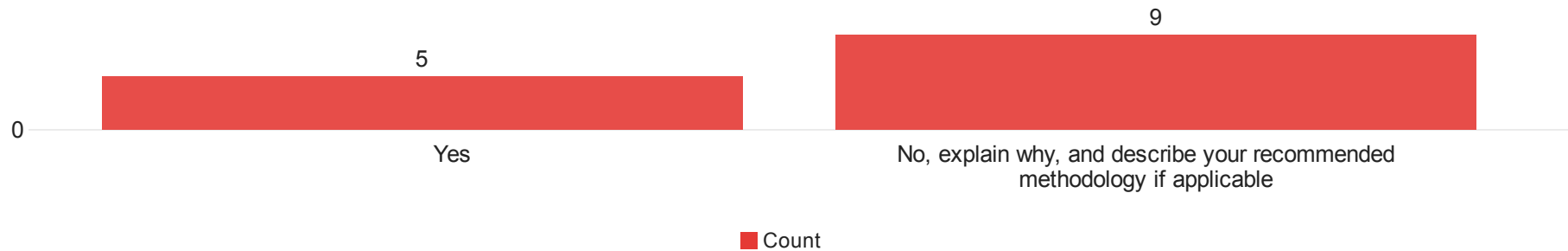


What is the facility information required (or important) to make an informed decision on proposing for a facility when a site visit isn't possible?





Would a negative RS Mean's percentage (RS Means being considered a higher-priced "industry standard") be a potential way to price unscheduled work?



Company Name	Recommended methodology
KNIGHT SOLUTIONS	N/A
The Building People	All facilities are different and there is much more that goes into pricing than mere averages based on RS Means data, which can be unreliable in the realm of O&M. For unscheduled work it is better to use figures from GSA Schedule based on the hourly rates of the personnel that would be necessary to conduct the work + cost of materials (which could be taken from RS Means as it is much more accurate on material costs).
Four Seasons Environmental, Inc	T&M will provide the best price for unscheduled repairs.



Native Energy & Technology, Inc.	Depends on equipment types and historical data and unforeseen issues that RS MEANS does not factor into bare cost.
LCG, Inc	N/A
LB&B Associates Inc.	This would have to be based on each individual facility.
Nelson Refrigeration	RS Means in many cases is an average with LCFs built in to adjust pricing. RS means can be high on some items and completely off the wall and low on others. RS means also does not house many of the repairs done in this contract everyday. Therefore it does not give a good cost comparison. Perhaps a historical data book on some of the most common TI repairs would be beneficial. For example, you receive 10 TIs to replace water fountains, this would give you a good estimate on what the contractors are charging. It would at least give the USG a place to see if the primes TI is within the threshold.
M.C. Dean, Inc.	For RS Means, developing a coefficient would be too complex. A solution would be to use T&M rates to handle repair work over the threshold.
Ben Fitzgerald Real Estate Services, LLC dba Rosemark	Too many loop holes in the RS Means. Best way would be to go to a labor reimbursement and the Government pay for parts and materials.
J&J Worldwide Services	N/A
Brooks Range Contract Services, Inc.	N/A



EMCOR Government Services, Inc. (EMCOR)	An RS Means coefficient lower than 1.0 may be used. RS Means calculated costs for certain areas might be up to 20 percent higher than actual costs. A coefficient of 0.80 to just 1.0 can be applied to the RS Means calculated costs to better represent actual costs.
Inspection Experts, Inc. (IEI)	No, IEI generally conducts research with qualified subcontractors procuring three competitive bids. RS Means does not generally cover all scope items for repairs, it's very broad and too general.
Satellite Services, Inc.	N/A

Table 3: Services Self Performed or Subcontracted

Company Name	HVAC Maintenance	Plumbing & Pipefitting	Elevator Maintenance	Electrical Maintenance	Fire Alarm System Maintenance & Repair	Fire Suppression PM & Repair (Water Based)	Roofing Services	Building Mgmt Services
KNIGHT SOLUTIONS	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Self Performed
The Building People	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Subcontracted	Self Performed

[illegible]



Inspection Experts, Inc. (IEI)	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Self Performed	Self Performed
Satellite Services, Inc.	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Self Performed	Self Performed

Company Name	Architectural	Commissioning	Elevator Inspection	Janitorial	Landscaping/Grounds Maintenance	Pest Control	Waste Mgmt & Recycling Srvcs
KNIGHT SOLUTIONS	Self Performed	Subcontracted	Subcontracted	Self Performed	Self Performed	Self Performed	Subcontracted
The Building People	Subcontracted	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Self Performed
Four Seasons Environmental, Inc	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Self Performed
Native Energy & Technology, Inc.	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Subcontracted	Subcontracted
LCG, Inc	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Self Performed
LB&B Associates Inc.	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Subcontracted	Subcontracted



Nelson Refrigeration	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted
M.C. Dean, Inc.	Subcontracted	Self Performed	Subcontracted	Subcontracted	Subcontracted	Subcontracted	Subcontracted
Ben Fitzgerald Real Estate Services, LLC dba Rosemark	Subcontracted	Subcontracted	Subcontracted	Self Performed	Subcontracted	Subcontracted	Subcontracted
J&J Worldwide Services	Self Performed	Subcontracted	Subcontracted	Self Performed	Subcontracted	Subcontracted	Subcontracted
EMCOR Government Services, Inc. (EMCOR)	Self Performed	Self Performed	Self Performed	Self Performed	Self Performed	Subcontracted	Subcontracted
Inspection Experts, Inc. (IEI)	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Subcontracted	Self Performed
Satellite Services, Inc.	Self Performed	Self Performed	Subcontracted	Self Performed	Self Performed	Self Performed	Self Performed

**Concerning unscheduled work, what is consider industry standards for the following:**

Company Name	Request for Proposal to Offer Submission in days	Notice to Proceed to Completion of Work in business days	Other applicable timelines
KNIGHT SOLUTIONS	15	10	N/A
The Building People	30 days	15-30 Days (sometime we need to staff up depending on type of work)	N/A
Four Seasons Environmental, Inc	5	45	N/A
Native Energy & Technology, Inc.	3-4	10	depending on type of unscheduled work it can be anywhere from 1 day to 2 weeks
LCG, Inc	45	30	rfq - 15 days
LB&B Associates Inc.	7	Depends on the work	NA
Nelson Refrigeration	5	Would depend on project size	N/A



M.C. Dean, Inc.	1-5 business days based on the complexity of the work and required deliverables.	1-30 calendar day based on the complexity of work and required deliverables.	Unscheduled work should not be on hold due “awaiting material” longer than 5 business days or 7 calendar days unless its a specialty items or part with a specific shelf life.
Ben Fitzgerald Real Estate Services, LLC dba Rosemark	Depends upon the omplexity of the proposal. One timeline does not fit all solicitations.	Once again depends upon the complexity of the work.	Industry standards depend upon the specifics and complexity of the work.
J&J Worldwide Services	Depends on the size and complexity. On average, 10 business days.	Depends on the size and complexity. On average, 15-20 business days.	There are some items which require an unusally long time to procure.
EMCOR Government Services, Inc. (EMCOR)	Dependent on scope, typically 30 calendar days after receipt of notice.	Anywhere from 1 hour to 30 business days.	Technicians respond to Emergency calls within 15 minutes. Urgent Calls receive a response within the hour during normal business hours. Lower priority requests are sent to the Asset Scheduler, who determines the scope of the project and develops the work-order process.
Inspection Experts, Inc. (IEI)	5	10	N/A
Satellite Services, Inc.	30	30	N/A



Company Name	What are specific areas of Federal Government facilities/preventative maintenance contracts that have been found to be restrictive, overly detailed, and generally less efficient, when compared to commercial practices and/or industry standards? Limit 1500 characters
KNIGHT SOLUTIONS	N/A
The Building People	Preventative maintenance (PM) is critical, however if a facility has old equipment and there are a high number of reactive maintenance calls on a daily basis, it detracts from the amount of time that can be designated to PM workloads. Too detailed a PM plan can become a compliance exercise rather than putting the real effort into prioritizing the work effectively based on a proper prioritization scheme such as implementing a basic RIME index (ranking index for maintenance expenditures). These schemes are efficient and put into effect a scoring system for prioritization that is based both on cost parameters, equipment significance, and time. PM performance measures must be in place, however they should utilize a RIME scheme so that the multiple variables that should be considered for this type of work are being considered. Not all mechanical assets are equal, thus they should be treated with respect to their importance and value for the operations of a facility.
Four Seasons Environmental, Inc	Using an LPTA approach is less effective. Using best value with cost-plus provides a fair and reasonable approach for both the contractor and the government.
Native Energy & Technology, Inc.	Facility Clearance prior to award. Restrictions to unscheduled and emergency work especially if it is subcontracted. Offerors or required to provide multiple quotes for the gov't to review. This can be time consuming and slow down the approval process. Most subcontractors do not respond in a timely manner.
LCG, Inc	N/A
LB&B Associates Inc.	Excessive administration and layered decision making/approval.



Nelson Refrigeration	The SMP task could also be more defined in scope. There are many broad requirements for an SMP in the contract. As an example, the requirement lists replace ballast...in some localities a ballast should be replaced by a licensed electrician and this would require a special skillset. The requirement also lists replace breakers, which should be done by a licensed electrician as well. If the government goes with a reduced cost from list pricing structure, maybe the SMP material discount could be cut to \$50 to cover the consumables.
M.C. Dean, Inc.	Critical Installations are supported by complex redundant systems such as UPS, Generators, Chillers, Boilers, CRAC's and complex electrical systems. Repairs associated with any of these systems easily exceed the \$2500 repair threshold for FFP contracts. The contract would better be served if the repair threshold was increased to \$10,000 per event. This will allow the contractor to focus on the repair versus getting approval to proceed Emergency, Urgent or Routine repairs.
Ben Fitzgerald Real Estate Services, LLC dba Rosemark	Some Government contracts are so detailed and in the "weeds" of the work to be performed and the Government oversight that these details get in the way of actually performing the work and invoicing the Government. For example, if to invoice, all paperwork, pictures of the work performed, etc., are required before submitting an invoice. The process is so paper logged and cumbersome, that this process gets in the way of having the work performed, invoiced timely and payment made timely. Sometimes, the simpler way of doing business is the best way. Contractors understand that verification of the work is required. However, if the verification process is unduly cumbersome, this is a tremendous detriment to the objective of providing the services.
J&J Worldwide Services	The greatest challenge we run into with Preventive Maintenance (PM) Program is when there are too many items added to the RPIE, resulting in an extensive PM Program resulting in unnecessary costs to the Government. Some facility inventory items don't require a PM and it is acceptable to allow for a Corrective Maintenance (CM) action to occur rather than performing unnecessary PMs.



EMCOR
Government
Services, Inc.
(EMCOR)

We understand Government contracts are subject to the FAR, which favors the government/taxpayer. This process is structured to reduce risk, but may also be onerous and restrictive when compared to commercial practices. Below, we provide specific areas where we feel Government rules may be restrictive. 1. Procurement rules may result in poor or no communication. Better communication and engagement of bidders and Government staff during conferences, site visits, and question and answer periods will help close this gap. 2. Better procurement and contracting expertise. We understand that procurements create huge demands on agencies and contracting offices. Having skilled and experienced government staff assigned to work on procurements will result in efficiencies for both the government and contractors. 3. Price structures. To encourage innovation, or in environments that may have emerging requirements, the Government may want to consider a mixture of fixed-fee and cost-plus structures. For instance, how program management is handled reflects a company's business model, which is fairly predictable. As a result, this function lends itself to fixed pricing. Work that can vary considerably until the program is normalized – such as field service work –can be placed under a cost-plus contract basis. If or once this type of work is normalized, it can be migrated to a fixed-price basis.

Inspection
Experts, Inc.
(IEI)

None

Satellite
Services, Inc.

On items that are not life safety or mission critical and have a value of under \$1,000, DO NOT PM. Why a customer would spend for example \$80 per year to PM a bathroom exhaust fan that would cost \$70 to replace.



Market Research Conclusion:

This market research study contributes to understanding of the R8 AAS and DeCA requirements and interest levels under GSA Schedule 03FAC. GSA finds the following:

- All respondents answered with NA in regards the CONUS/OCONUS limitations.
- It appears there will be companies technically capable of meeting the requirements based on the quantity of responses
- The DeCA will be able to satisfy socio-economic interests as outlined in FAR Part 19.

Finally, GSA is committed to providing the R8 AAS and DeCA support throughout their acquisition lifecycle through data, training, and acquisition advice related to our contracts. Should you have any questions please contact Jack Peterson at jack.peterson@gsa.gov. Thank you for the opportunity to research this requirement.

Please note this version of the market report differs than the report provided to the client as we have removed industry partner responses who did not authorize sharing on the Acquisition Gateway. The summary totals are accurate.